

TECHNICAL SERVICE/SUPPORT***Why should you purchase technical service/support of hardware and software?***

- Discounted rates apply for prepaid technical service/support.
- Helps expedite special projects in a more timely manner.
- Allows better planning and budgeting.
- Supports your on-site technical staff in completing complex or critical projects.
- You may continue to purchase additional hours at the same rate level, or a lower rate level, for the remainder of the calendar year.
- At year-end, any unused balances will be carried forward (same level at new year's rate).

YEAR 2002 RATES**NEED UPDATED RATES**

Level 1 Service per Request
 Bill as Used

Co-op Hourly Rate
 \$105.00

RATES FOR PRE-BILLED (PAID) TECHNICAL SERVICE/SUPPORT

		<u>Co-op Hourly Rate</u>
Level 2	20 to 119 Hours	\$80.00
Level 3	120 Hours or More	\$75.00
Level 4	240 Hours or More	\$70.00
Level 5	480 Hours or More	\$65.00
Level 6	960 Hours or More	\$60.00

OPTION SELECTED:

Hours of Technical Service/Support Selected: _____ Hours _____ Rate

 Customer Signature

 Date

The co-op rates apply to technical service/support including, but not limited to, the installation and repair of hardware, co-op software modifications, training, data recovery, consulting, and networking.

Modification of 3rd party products, conversion of data, modification to non co-op software or software no longer being marketed may not be eligible for co-op special rates.

Co-op rates are effective for normal work days, Monday through Friday (excluding holidays) during normal business hours of 7:00 AM-4:30 PM local time. When required, special arrangements will be made for work to be completed outside the normal days/hours. Travel time, as well as any other expenses (if appropriate), will be applied to all customer site technical service/support calls.



4612 S. Main St., South Bend, IN 46614
 Phone (574) 291-7240 --- Fax (574) 291-4706
WWW.LLLOW.COM